The Scottish Ministers give the following Directions in exercise of the powers conferred by sections 7(3) and 25(5) of the Patient Rights (Scotland) Act 2011 and all other powers enabling them to do so.

**Citation, commencement and application**

1. These directions may be cited as the Patient Rights (Health Care Principles) (Scotland) Directions 2012 and come into force on 1st April 2012.

**Interpretation**

2.—(1) In these directions—

“relevant person” is a person who has a personal interest in the health care of a patient (for example a member of the patient’s family or carer);

“relevant staff” means any member of staff who is employed, or engaged, to provide medical treatment to patients, assist in the provision of such treatment or assist patients to access medical treatment;

“staff” means any person employed by a relevant NHS body, or otherwise engaged to provide services to such a body (whether under a contract, agreement or other arrangement);

“support” means support provided to assist a patient to receive or access health care and to participate in decisions relating to that patient’s health and well-being. For example, this may include (but is not limited to):—

(a) facilitating the presence of a friend, relative, partner, carer, care worker or other supporter to be with the patient at the patient’s appointment;

(b) translation, interpreting or other communication support services;

(c) the provision of advocacy services;

(d) the patient advice and support service.

(2) Unless the context otherwise requires, other words and phrases used in these Directions have the same meaning as they do in the Patient Rights (Scotland) Act 2011.

**Patient Focus**

3.—(1) Each relevant NHS Body must ensure that when delivering health care to patients, anything done in relation to the patient takes into account the concerns, opinions and preferences of:—

(a) the patient; and

(b) where appropriate, any relevant person.
(2) Each relevant NHS Body must publicise to patients the support that is available for patients and how patients can request this support.

(3) Each relevant NHS Body must provide appropriate education and development opportunities to ensure all relevant staff are aware of the support that is available to patients and how such support can be accessed for patients.

(4) Each relevant NHS Body must ask patients if they require any support to access healthcare.

(5) Where a patient has indicated to a relevant NHS Body that that patient requires support to access health care, that relevant NHS Body must where reasonably practicable and appropriate:
   (a) ensure the support is provided;
   (b) ensure the support is arranged in advance of any future appointment for that patient.

(6) Each relevant NHS Body must ensure that where a patient requires support, his or her support needs are recorded by, and communicated between, relevant staff, and across the range of health care services that the patient will access.

(7) Each relevant NHS Body must provide training and development opportunities to ensure all staff are clear about their role in the delivery of patient-focused care.

Patient Participation

4.—(1) Each relevant NHS body must take steps to ensure that all relevant staff are aware of the importance of patients’ views, personal experiences, expectations and personal circumstances when delivering health care.

(2) Each relevant NHS Body must be able to demonstrate, through appropriate reporting mechanisms, its approach to patient participation in decisions relating to their health.

Communication

5.—(1) Each relevant NHS body must ensure that information and advice, either verbal or written, is given to a patient in a way the patient can understand and all relevant NHS Bodies must check with the patient, and where appropriate any relevant person, that the information given has been understood.

(2) Each relevant NHS body must ensure that general information and publicity materials relating to the provision of health care and support services and the operation of the Health Service is provided with consideration to their accessibility for all patients.

(3) Each relevant NHS Body must provide education and development opportunities for all staff in communication skills.

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